



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
Case No. 13253US01

PATENT

In the Application of:
MICHAEL H. D'AMICO et al.

Serial No.: 09/982,244

Filed: October 17, 2001

For: GAMING SYSTEM CUSTOMER
SERVICE TECHNIQUES

Examiner: Julie K. Brockett

Group Art Unit: 3713

Confirmation No.: 7628

CERTIFICATE OF MAILING

EV 164037876 US

I hereby certify that this correspondence and all
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O. Box 1450, Alexandria, VA 22313-1450 on April
7, 2005.

By:

Lawrence M. Jarvis
Reg. No. 27,341
Attorney for Applicants

AMENDMENT

Mail Stop: Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

This paper responds to the Office Action in the above-identified application,
mailed October 7, 2004, with a Response being due in a 3-month shortened statutory
period of time. A petition for a three-month extension of time is filed together with this
paper, which sets the due date to be April 7, 2005. This paper is therefore timely filed.

Amendments to the Claims are reflected in the list of claims which begins on page
2 of this paper.

Remarks begin on page 15 of this paper.